

# **ABSTRACT**

An enhanced emergency call system allows for the emergency dispatcher to capture and control the call. When the dispatcher captures the call, the caller would be precluded from terminating the call without authorization from the dispatcher. A set of standard codes may be used to indicate the type of emergency in the event the caller is unable, or desires not to speak. The dispatcher may also use messaging services to communicate with the caller. The caller may respond using the messaging services, or the dispatcher may prompt the caller for a response.

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